



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

## Family Investment Administration INFORMATION MEMO

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**TO:** DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF  
HEALTH OFFICERS, LOCAL HEALTH DEPARTMENTS  
LOCAL HEALTH DEPARTMENT ELIGIBILITY STAFF

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**RE:** MARYLAND SAFE AT HOME PROGRAM/CONFIDENTIALITY OF  
CUSTOMER INFORMATION

**PROGRAM AFFECTED:** FOOD SUPPLEMENT PROGRAM (FS), TEMPORARY  
CASH ASSISTANCE (TCA), MEDICAL ASSISTANCE  
(MA), AND CHILD CARE SUBSIDY (CCS)

**ORIGINATING OFFICE:** OFFICE OF POLICY, RESEARCH AND TRAINING

### SUMMARY

#### MARYLAND SAFE AT HOME PROGRAM

The Office of the Secretary of State (SOS) administers the Maryland Safe at Home Address Confidentiality Program (ACP). The goal of the ACP is to help those individuals, who have relocated or are about to relocate, in an effort to keep their abusers from finding them.

The ACP is not for everyone. A trained professional from a domestic violence program can help determine if ACP should be part of the individual's safety plan. Customers and employees may be part of ACP. The ACP provides ACP participants with an address for use for assistance programs.

Please remember that customers' and co-workers' information including their home address and work address is confidential even if they are not in the ACP. Providing the confidential address to any unauthorized person not connected to the case could place the customer or their family in grave danger. Giving a worksite address can potentially endanger the customer and everyone at the customer's place of work.

**Please Note: ACP Customers DO NOT have to provide another address in order to receive assistance.**

## **PROGRAM REQUIREMENTS**

### **ACP has two components**

- First, the ACP provides a substitute address for victims who have moved or are about to move to a new location unknown to their abuser.
- Second, the Program provides participants with a **free** confidential mail-forwarding service for first-class mail and legal papers.

### **What Happens as a Participant?**

Once accepted into the ACP, the participant receives a packet of information that includes the ACP authorization card. The ACP card includes the participant's name, signature, their substitute address, and their individual ACP number. **It is the participant's responsibility to tell State and local government agencies that they participate in the ACP.** Enrollment is for 4 years unless cancelled by the participant or ACP.

- ACP participants designate the Secretary of State as their agent for service of process and for receipt of mail. The Secretary of State accepts legal documents on their behalf. The participant may not avoid legal responsibilities by refusing to accept mail forwarded by the ACP. *If the participant has an ACP arrangement, you may use the ACP's receipt of documents as you would the participant's receipt of documents.* Accordingly, the participant is legally responsible for obligations contained in all documents at the time of receipt by the ACP.
- Although the Office of Secretary of State may verify the participation of a participant in the Program, the Office may not otherwise disclose any records of a participant without a court order.

### **How Does a Participant Work with State and Local Government Agencies?**

ACP participants should use the ACP substitute address every time they interact with State and local government agencies. If an agency has questions about the program or use of the address, ask the agency to call ACP at the number on the back of the card. If participants provide State or local government agencies with their actual address, it could become public information.

- The ACP has special procedures in place for participants to interact with the Motor Vehicle Administration, State Board of Elections, and Public Schools (including community colleges).
- Using special procedures at the Motor Vehicle Administration, participants can obtain a driver's license without revealing their residential address.
- The State Board of Elections has an address confidentiality program that allows voters to have their actual address suppressed and therefore not part of any public record. The ACP urges participants who are eligible voters to apply to vote as an absentee voter. The ACP also urges participants not to use the Motor Voter system because doing so could compromise their actual address records.

- Schools must accept the ACP substitute address. Schools may not compel students to disclose additional information on their actual address if the household is participating in ACP. ACP staff is responsible for verification of enrollment eligibility and transfer of school records.
- Private companies (like department stores, banks, phone companies, insurance agents) do not have to accept the substitute address, but most businesses are willing to do so. The participant should not hesitate to ask them to send their first-class mail to their ACP substitute address.

### **What are Other Things to Remember?**

- Each participant will receive an ACP number. The personal ACP number will be unique and must be included on all of the participant's mail.
- When a participant moves, has a change of name or a change of phone number, the ACP must be notified as soon as possible.
- Upon entering or leaving the ACP, a participant should not notify the U.S. Post Office of any address change. The ACP will advise the participant of the best way to redirect their mail.
- ACP enrollment is effective for 4 years. The program participant may apply for a continuation if they want to remain in the ACP.

We have attached the Safe at Home program's brochure in English and Spanish and a list of domestic violence facilities with trained ACP professionals available.

### **Attachments**

#### **INQUIRIES:**

Please refer Food Supplement policy and Public Assistance to Adults (PAA) questions to Stephanie Bartee at 410-767- 8121 or [stephanie.bartee@maryland.gov](mailto:stephanie.bartee@maryland.gov), TCA ,TDAP and RCA questions to Marilyn Lorenzo at 410-767-7333 or [marilyn.lorenzo@maryland.gov](mailto:marilyn.lorenzo@maryland.gov). For questions about MA policy, contact the DHMH Division of Eligibility Policy and MCHP at 410-767-1463 or 1-800-492-5231 (select option 2 and request extension 1463).

Direct CCS policy or procedures [inquiries to Myra White-Gray at 410-767-7863 or myra white-gray@msde.state.md.us](mailto:inquiries%20to%20Myra%20White-Gray%20at%20410-767-7863%20or%20myra%20white-gray%40msde.state.md.us). Direct system inquiries to the MSDE CCATS Help Desk at 410-767-7816 or [MSDECCATS@msde.state.md.us](mailto:MSDECCATS@msde.state.md.us).

cc: DHR Executive Staff  
DHMH Executive Stat  
FIA Management Staff  
MSDE ECDC Management Staff  
DHR Help Desk  
Constituent Services

### Domestic Violence Facilities

<b>County</b>	<b>Name</b>	<b>Contact Information</b>	<b>Services Provided</b>
<b>Allegany</b>	Family Crisis Resource Center, Inc.	Phone: 301-759-9246 Hotline: 301-759-9244 Fax: 301-759-4934	Counseling Safe House/Shelter Information and Referral
<b>Anne Arundel</b>	YWCA of Annapolis and Anne Arundel County	Phone: 410-626-7800 Ext. 202 Hotline: 410-222-6800 Fax: 410-757-0908	Counseling Safe House/Shelter Information and Referral
<b>Baltimore City</b>	House of Ruth	Phone: 410-889-0840 Hotline: 443-279-0379 Fax: 410 -889-9347	Counseling Safe House/Shelter Information and Referral
<b>(West) Baltimore County</b>	Family and Children's Services of Central MD.	Phone: 410-281-1334 Hotline: 410-828-6390 Fax: 410-298-4326	Counseling Referrals to safe house/shelter Advocacy
<b>(North/Central) Baltimore County</b>	Turn Around, Inc.	Phone: 410-377-8111 Hotline: 443-279-0379 Fax: 410-377-6806	Counseling Referrals to safe house/shelter Advocacy
<b>(East) Baltimore County</b>	Family Crisis Center of Baltimore County, Inc.	Phone: 410-285-4357 Hotline: 410-828-6390 Fax: 410-285-4361	Counseling Safe House/Shelter Information and Referral
<b>Calvert Co</b>	Calvert County Health Department Crisis Intervention Program	Phone: 410-535-5400 x 384 Hotline: 410-535-1121 or 301-855-1075 Fax: 410-535-5285	Counseling Safe House/Shelter Advocacy
<b>Caroline Co</b>	Mid-Shore Council on Family Violence	Phone: 410-479-1149 Hotline: 1-800-927-HOPE (4673) Fax: 410-479-2064	Safe House/Shelter Crisis Intervention Legal Accompaniment
<b>Carroll Co</b>	Family & Children's Services of Central Maryland	Phone: 410-876-1233 Hotline: 410-857-0077 Fax: 410-876-4791	Counseling Referrals to Shelter Advocacy
<b>Cecil Co</b>	Cecil County Department of Social Services Domestic Violence/Rape Crisis Center	Phone: 410-996-0333 Hotline: Same as above Fax: 410-996-0820	Counseling Safe House/Shelter Advocacy
<b>Charles Co</b>	Center for Abused Persons	Phone: 301-645-8994 Hotline: 301-645-3336 or 301-843-1110 Fax: 301-645-8342	Counseling Referrals to Shelter Advocacy
<b>Dorchester Co</b>	Mid-Shore Council on Family Violence	Phone: 410-479-1149 Hotline: 1-800-927-HOPE (4673) Fax: 410-479-2064	Safe House/Shelter Crisis Intervention Legal Accompaniment

<b>Frederick Co</b>	Heartly House, Inc.	Phone: 301-662-8800 Hotline: Same as above Fax: 410-663-4334	Counseling Safe House/Shelter Information and Referral
<b>Garrett Co</b>	Domestic Violence/Sexual Assault Resource Center, Inc. (DOVE Center)	Phone: 301-334-6255 Hotline: 301-334-9000 Fax: 301-245-4525	Counseling Safe House/Shelter Information and Referral
<b>Harford Co</b>	Sexual Assault/Spouse Abuse Resource Center, Inc.	Phone: 410-836-8431 Phone: 410-879-3486 (Balt. Line) Hotline: 410- 836-8430 Fax: 410- 838-9484	Counseling Safe House/Shelter Hotline
<b>Howard Co</b>	Domestic Violence Center of Howard County, Inc.	Phone: 410-997-0304 Hotline 410-997-2272 or 800-752-0191 Fax: 410-997-1397	Counseling Safe House/Shelter Hotline
<b>Kent Co</b>	Mid-Shore Council on Family Violence	Phone: 410-479-1149 Hotline: 1-800-927- HOPE (4673) Fax: 410-479-2064	Safe House/Shelter Crisis Intervention Legal Accompaniment
<b>Montgomery Co</b>	Montgomery Co. Dept. of Health & Human Services Abused Persons Program	Phone: 240-777-4195 Hotline: 240-777-4673 Fax: 240-777-4860	Counseling Safe House/Shelter Crisis Intervention Advocacy
<b>Prince George's Co</b>	Family Crisis Center of Prince George's Co.	Phone: 301-779-2100 Hotline 301-731-1203 or 866-DVCRISIS Fax: 301-779-2104	Counseling Safe House/Shelter Information and Referral
<b>Queen Anne's Co</b>	Mid-Shore Council on Family Violence	Phone: 410-479-1149 Hotline: 1-800-927- HOPE (4673) Fax: 410-479-2064	Safe House/Shelter Crisis Intervention Legal Accompaniment

<b>Somerset Co</b>	Life Crisis Center, Inc.	Phone: 410-749-0632 Hotline 410-749-4357 or 410-641-4357 Fax: 410-548-9496	Counseling Safe House/Shelter Information and Referral
<b>St. Mary's Co</b>	St. Mary's County Board of Commissioners – Walden-Sierra, Inc.	Phone: 301-997-1300 Hotline: 301-863-6661 or 301-863-6664 Fax: 301-997-1321	Counseling Referrals to Shelter Crisis Intervention
<b>Talbot Co</b>	Mid-Shore Council on Family Violence	Phone: 410-479-1149 Hotline: 1-800-927- HOPE (4673) Fax: 410-479-2064	Safe House/Shelter Crisis Intervention Legal Accompaniment
<b>Washington Co</b>	CASA, INC.	Phone: 301-739-4990 Hotline 301-739-8975 or 301-739-1012 TTY Fax: 301-797-0064	Counseling Safe House/Shelter Information and Referral
<b>Wicomico Co</b>	Life Crisis Center, Inc.	Phone: 410-749-0632 Hotline 410-749-4357 or 410-641-4357 Fax: 410-548-9496	Counseling Safe House/Shelter Information and Referral
<b>Worcester Co</b>	Life Crisis Center, Inc.	Phone: 410-749-0632 Hotline 410-749-4357 or 410-641-4357 Fax: 410-548-9496	Counseling Safe House/Shelter Information and Referral